

Prisma SD-WAN Service Schedule Part B – Service Description

Section A – The Service

1. STANDARD COMPONENTS OF THE SERVICE

1.1 BT will provide the Customer with the following standard service components in accordance with the details as set out in any applicable Order:

1.1.1 SD-WAN Edge Devices:

- (a) Physical SD-WAN Devices - this is physical hardware and owned by BT unless sold to the Customer under separate hardware purchase terms. Where the Customer purchases the SD-WAN Edge Devices under separate terms the Customer will ensure BT retains management control of the SD-WAN Edge Devices and performs maintenance.
- (b) Virtual SD-WAN Devices - Where the Customer has selected a Virtual SD-WAN Device, BT will provide the Customer with the Licence Subscription required to run the Service and BT or the Customer will provide the Virtual Environment to install the licence.

1.1.2 **Licence Subscription:** the Customer will be required to purchase a licence subscription from the following three options:

- (a) Branch – applicable for all Customer branch Sites;
- (b) Data Centre (“DC”) – applicable for Customer's DC Sites; or
- (c) Virtual – applicable for Sites where Virtual SD-WAN Devices are deployed.

Licence subscriptions where applicable are associated with a Licence Throughput either; i) per SD-WAN Edge Device with a specified bandwidth, or ii) aggregate bandwidth shared across all SD-WAN Edge Devices.

1.1.3 **Prisma Portal:** the Customer will be given access to the cloud management portal (“Prisma Portal”) to view SD-WAN Edge Device inventory, policies and performance diagnostics.

1.1.4 **Cloud Hosted Controller:** the Customer will have access to the Cloud Hosted Controller for configuration, monitoring and management of the SD-WAN network. The Cloud Hosted Controller is provided and maintained by the Supplier and managed by BT.

1.1.5 **SD-WAN Edge Device Maintenance:** the Customer can select one of the three levels of support below for the SD-WAN Edge Device per Site, however, not all levels of support are available at all locations. This is in addition to the service management support set out in Section C below:

- (a) Next Business Day - the Customer will receive a replacement SD-WAN Edge Device by the next Business Day of BT identifying that the Incident is due to a fault on the SD-WAN Edge Device where such identification occurs before 1 pm on the previous Business Day.
- (b) 4 hour – the Customer will receive a replacement SD-WAN Edge Device within 4 hours of BT identifying that the Incident is due to a fault on the SD-WAN Edge Device.
- (c) Onsite spares – the Customer can select this option if next Business Day or 4 hour delivery is not available at their Site.

2. SERVICE OPTIONS

2.1 BT will provide the Customer with any of the following options as set out in any applicable Order and in accordance with the details as set out in that Order:

2.1.1 **Software Licences:** the Customer can also purchase the following additional licences:

- (a) Zone Based Firewall licence – this licence is designed to create, manage, and enforce security policies at an individual SD-WAN Edge Device level.
- (b) Clarity Network DVR reporting - with this license, the Customer can access up to 90 days of performance data via the Prisma Portal.
- (c) Clarity reporting – with this license, the Customer can access auto-generated capacity reports via the Prisma Portal.

3. SERVICE MANAGEMENT BOUNDARY

- 3.1 BT's responsibility to provide and manage the Service is physically and logically limited to the following service management boundary:
 - 3.1.1 the provision of the standard components set out in paragraph 1 and any options selected on an Order and described in paragraph 2 above; and
 - 3.1.2 the service management of SD-WAN Edge Devices (design, deployment, configuration, management and service wrap including on-site break fix) from the WAN port of the device to its LAN port.
- 3.2 Paragraphs 3.1.1 and 3.1.2 together constitutes the "**Service Management Boundary.**"
- 3.3 BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.4 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer Equipment or other equipment and software.

4. ENABLING SERVICES

- 4.1 The Customer will have the following services in place that are necessary for the Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
 - 4.1.1 connectivity between the SD-WAN Edge Devices and the Cloud Hosted Controller including necessary configuration through the Customer's firewalls; and
 - 4.1.2 one or more of the following connectivity services that are compatible with the Service:
 - (a) a BT or third-party Internet service;
 - (b) a BT or third-party multi-protocol label switching ("**MPLS**") technology;
 - (c) a BT or third-party Ethernet service; and
 - (d) a Customer owned or third-party provided WAN that BT has confirmed in writing is compatible with the Service,
- (each an "**Enabling Service**").
- 4.2 Users must use a compliant internet browser in order to access the Prisma Portal.
- 4.3 Where an SD-WAN Edge Device is deployed directly onto an Enabling Service without a separate WAN router or NTE, the Customer acknowledges that the functionality of the Service may be limited by the capability of the SD-WAN Edge Device.

5. COMMISSIONING OF THE SERVICE

- 5.1 Before the Operational Service Date, BT will:
 - 5.1.1 deliver and configure the Service;
 - 5.1.2 conduct a series of standard tests on the Service to ensure that it is configured correctly;
 - 5.1.3 connect the Service to each Enabling Service; and
 - 5.1.4 on the date that BT has completed the activities in this paragraph 5.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

6. ACCEPTANCE TESTS

- 6.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT (“**Acceptance Test Period**”).
- 6.2 The Service is accepted by the Customer if the Customer confirms acceptance in writing during the Acceptance Test Period or is treated as being accepted by the Customer if the Customer does not provide BT with notice to the contrary by the end of the Acceptance Test Period.
- 6.3 Subject to paragraph 6.4 the Operational Service Date will be the earlier of the following:
- 6.3.1 the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 6.2; or
 - 6.3.2 the date of the first day following the Acceptance Test Period; or
 - 6.3.3 the date the Customer starts to use the Service.
- 6.4 If, during the Acceptance Test Period, the Customer provides BT notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide the Customer notice that BT has remedied the non-conformance and inform the Customer of the Operational Service Date.

Section B - Supplier Terms

7. EULA

- 7.1 The EULA applicable to this Service can be found at: <https://www.paloaltonetworks.com/legal/eula>

Section C – Service Management

8. ADDITIONAL SERVICE MANAGEMENT CONDITIONS

8.1 Overview

- 8.1.1 The Service Management Schedule as referred to in the Order will apply to this Service. In addition, BT will manage the Service deployment.
- 8.1.2 Service impacting alerts will generate proactive tickets into the BT service desk who will notify the Customer accordingly.

8.2 IT Operations Management

- 8.2.1 On and from the Operational Service Date, BT will manage:
- (a) software updates for the Cloud Hosted Controller;
 - (b) overall Cloud Hosted Controller uptime and any planned works; and
 - (c) changes to Cloud Hosted Controller.
- 8.2.2 On and from the Operational Service Date, at the Customer’s Site, BT will:
- (a) where the SD-WAN Edge Device is BT owned, provide hardware maintenance and where applicable, replacement;
 - (b) manage IOS updates on SD-WAN Edge Devices;
 - (c) provide configuration management;
 - (d) manage SD-WAN policy changes on the SD-WAN Edge Devices.

9. AS-REQUESTED SERVICES

9.1 Simple Service Requests



- 9.1.1** BT will perform up to five (5) SSRs per SD-WAN Device per year; starting from the Operational Service Date; without additional charge, provided the SSRs do not require a change to the SD-WAN design.